DEPARTMENT OF DEVELOPMENT SERVICES

The Development Services Department is comprised of four divisions. They are the Building Division, Planning Division, Zoning Division and Community Development Division. To a large extent, this multi-faceted department serves a collaborative function with other city departments as we review development plans and seek the input of other agencies. In many ways we are the liaison between citizens and the development community on the one side and municipal government on the other.

This is an extremely fast paced environment as housing development continues at a rapid rate. In the calendar year 2006 the City of Rio Rancho Development Services Department processed zone map amendments, plat changes, subdivision plans and building permit applications that resulted in the construction of 2,049 single family homes. That is the second highest level on record. In addition, activity for non-residential development is also on the rise. For example in 2006 we issued building 17 permits in the category of industrial/manufacturing as opposed to none in the prior two years. A substantial increase in commercial development is anticipated this year as well.

As indicated above, there is a great deal of time and effort on the part of the Planning and Zoning Divisions staff to achieve those numbers in addition to the obvious workload of the Building Division. Similarly, our colleagues in the Department of Public Services well as the Department of Public Infrastructure, Cultural Enrichment and the Legal Department all see their workload increase with the development boom. Communication and cooperation amongst these departments has been exceptional as we strive to increase our own capacity.

The one organizational change from last year's budget is that we have another direct report to the Development Services Director with the addition of a Building Division Manager. Other than that, the majority of the changes between this year's budget and the prior years is a continuing trend to increase our capacity to keep up with the fast pace of development.

Our goal is to provide prompt, professional, predictable services to our citizens and the development community while protecting the health, safety and welfare of the public.

Planning and Zoning Divisions expect to complete the North Central Area Plan (NCAP) land use plan and begin significant zone map changes for an area of approximately 18.5 square miles, much of which is currently zoned Transitional. In conjunction with the City Manager's office, the State Land Office, the Southern Sandoval County Arroyo Flood Control Authority, Sandoval County, the University of New Mexico, Rio Rancho Public Schools, and the New Mexico Department of Transportation, the Development Services Department is playing a key role in defining the quality and character of Rio Rancho of the future. We are also focused on coordinating and facilitating the development of the new Central Business District and the University of New Mexico campus adjacent to our emerging City Center. Our goal is a family friendly community with an appropriate balance of housing, employment, recreational, cultural, and educational opportunities. The challenge is to accomplish this balance amid extraordinary growth while ensuring that appropriate standards are maintained for the full range of infrastructure that results in a safe, sustainable environment. We strive for safe streets with a minimum of congestion, and a mix of land uses that allows all our residents to thrive.

Overview of each Division

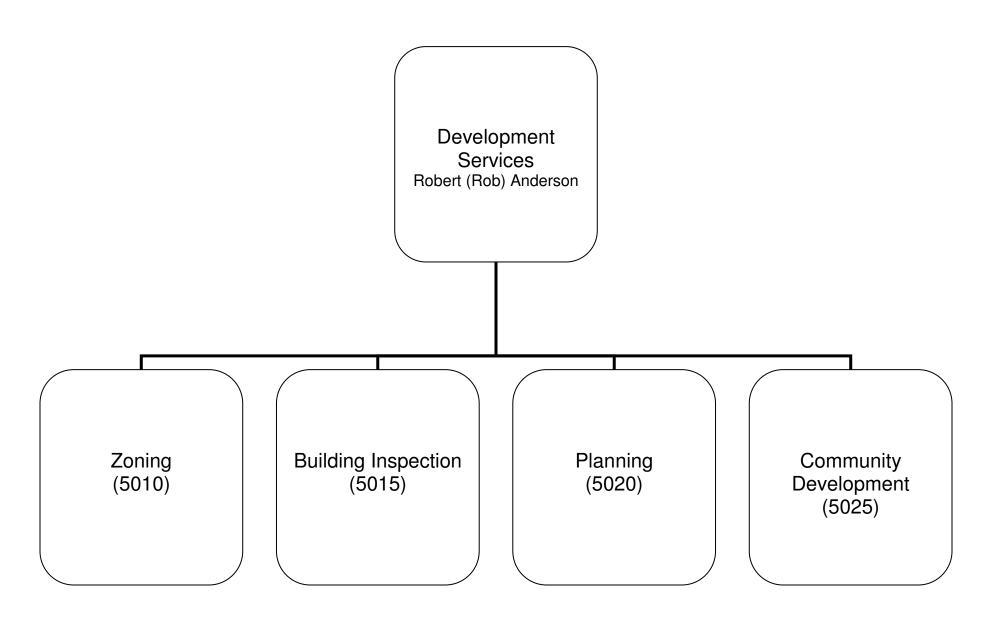
The **Planning Division**, in collaboration with the Zoning Division implements the policy directives of the Governing Body and City Administration as they relate to the physical, social and economic development of the City. The community's physical development is managed through the subdivision review and approval process, current and long range planning efforts, land use and transportation planning. Additionally, the division maintains, monitors and updates the City's Vision 20/20 – Integrated Comprehensive Plan, provides research and analysis on a wide variety of projects including the North Central Area Plan currently underway.

The **Building Division** is charged with ensuring that all building construction over which the City has jurisdiction conforms to the standards set forth by the Governing Body and the State of New Mexico. This includes the issuance of building permits, the monitoring of construction, the inspection of all the appropriate building structures, follow-up on all citizen and Construction Industry Division (C.I.D.) complaints, and providing all customers with general construction information.

The **Zoning Division** in collaboration with the Planning Division implements policy adopted by the Governing Body as it relates to health, safety, welfare, and land use management. In concert with the Planning Division, this staff provides technical support to the Planning and Zoning Board as well as the City Council with regard to land use decisions. The Zoning Division reviews and carries administrative approval authority for sign permits, special event permits, and home occupation permits. In addition they carry out residential and commercial plan reviews per the approved zoning regulations. The Division also processes requests for zone map amendments, variances, and conditional use requests. Finally, they evaluate and prepare recommendations to appeal and special exception applications for review and approval by the Planning & Zoning Board and the Governing Body.

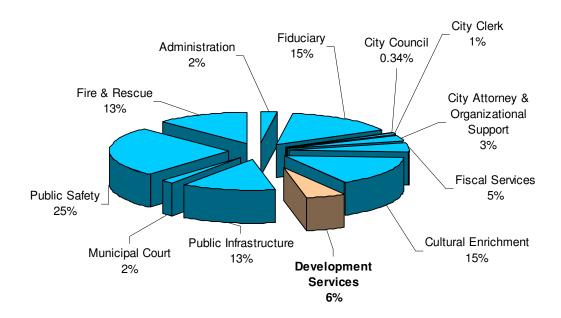
The **Community Development Division** is assigned the responsibility for all Land Management/Real Estate Transactions on behalf of the city. In addition to responsibility for land acquisition and disposition for all departments they are leading the effort to compile and maintain an accurate inventory of all city property.

City of Rio Rancho Department Budget Structure

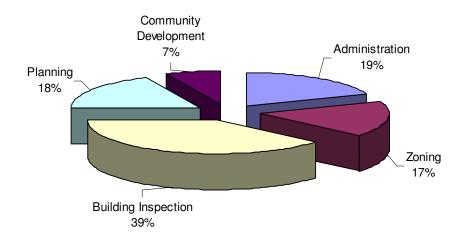




GENERAL FUND FISCAL YEAR 2008 Development Services



Total Budget \$3,220,266 Percentage by Cost Center



Development Services / Administration (5005)

Program Description:

Coordination of the multi-faceted operations of the Development Services Department.

Goals and Objectives:

QUALITY AND EXCELLENCE GOAL: Strive to improve overall effectiveness in all aspects of services and become a community of quality and excellence.

- OBJECTIVE: Continue efforts to provide high standards of quality in all services to users.
 - 1. Provide for training for all Staff pertaining to Quality of New Mexico initiatives.

CITY CENTER GOAL: Develop City Center as the "Heart" of Rio Rancho. Create a high quality, self-sustaining urban core with amenities critical to the live, work and play model, destined to be a premier commercial/retail/dining and entertainment venue, integrated with a premier University campus.

- OBJECTIVE: Support public and private projects and activities that enhance the development of City Centre.
 - 1. Implement Strategic Action Plan for the Central Business District to enable attainment of goals pertaining to City Center.
 - 2. Oversee completion and Implementation of NCAP to provide for planned, predictable, and appropriate land uses for development of the northern tier of the City.

OPERATIONS GOAL: Continue to define, improve, and enhance the delivery and efficiency of operations and services within city government and to the citizens of the community.

- OBJECTIVE: Maintain and enhance the delivery and efficiency of output from division and control the daily operating cost of services provided by City.
 - 1. Provide leadership, oversight and guidance to ensure efficient operations and collaboration amongst the diverse divisions of the Department.
 - 2. Oversee the implementation of the Development Process Manual to create predictability for all application processes.
 - 3. Earn and maintain the respect of our colleagues throughout city agencies, our neighboring jurisdictions, the development community and the citizens of Rio Rancho.

Performance Indicators:

• Decrease the number of complaints received and improve the time to resolve complaints. FY08 target is 80% of complaints resolved in 5 days.

Prior Year Accomplishments:

- Initiated visioning charrette for the North Central Area Plan and City center area and participated in the charrette for the University of New Mexico West Campus.
- Facilitated the development of a Master Plan for City Center and the review and processing of Annexation, Master Plan, and Zoning of City Center and adjacent properties
- Facilitated the review and processing of Annexation, Master Plan, and Zoning of Campus Center
- Assisted in the Development of a Strategic Action Plan for City Center
- Increased capacity of the organization by adding a veteran Planning Manager and Building Inspections Manager and maintained professional standards during continued rapid growth period.

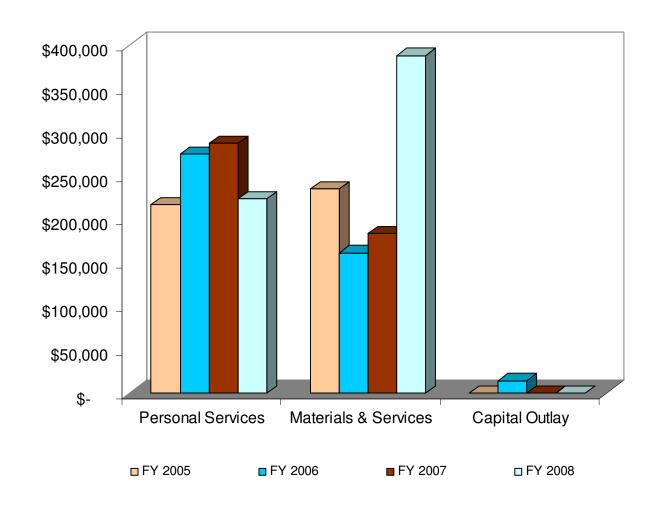


DEVELOPMENT SERVICE DEPARTMENT Administration Cost Center 101-5005 Expenditures FY 2005 FY 2006 FY 2007 FY 20 Actual Actual

	F	FY 2005	F	FY 2006	F	Y 2007	F	FY 2008	%
		Actual		Actual		Actual	A	Adopted	Change
Personal Services	\$	216,654	\$	274,384	\$	287,021	\$	223,491	-22%
Materials & Services		234,638		161,276		183,323		387,898	112%
Capital Outlay		-		14,646		-		-	0%
Total	\$	451,292	\$	450,306	\$	470,344	\$	611,389	30%

Positions Approved*	3	4	2	2	0%

^{*}Full Time Equivalence



Development Services / Zoning (5010)

Program Description:

The **Zoning Division** of Development Services implements policy adopted by the Governing Body as it relates to health, safety, welfare, and land use management. In concert with the Planning Division, this staff provides technical support to the Planning and Zoning Board as well as the City Council with regard to land use decisions. The Zoning Division reviews and carries administrative approval authority for sign permits, special event permits, and home occupation permits. In addition they carry out residential and commercial plan reviews per the approved zoning regulations. The Division also processes requests for zone map amendments, variances, and conditional use requests. Finally, they evaluate and prepare recommendations to appeal and special exception applications for review and approval by the Planning & Zoning Board and the Governing Body. In general, the Division administers Chapter 9; Planning, Zoning, Land Use Management Ordinance and related ordinances as required in order to meet the needs of our community.

Goals & Objectives:

QUALITY AND EXCELLENCE GOAL: Strive to improve overall effectiveness in all aspects of services and become a community of quality and excellence.

- OBJECTIVE: Continue efforts to provide high standards of quality in all services to users.
 - 1. Provide for training for Staff that in the area of Customer Service.

LAND USE GOAL: Further enhance and refine comprehensive land use planning and establish citywide priorities for growth and development that guide sustainable population, employment and commercial growth.

- OBJECTIVE: Encourage efficient use of land resources to accommodate future needs while maximizing open space, mobility and access to amenities.
 - 1. Assist in the revision and/or creation of development standards for inclusion in the Zoning Ordinance and Subdivision Regulations.
 - 2. Assist in developing consistent development standards and processes by undertaking a comprehensive revision of the Zoning Ordinance and Subdivision Regulations.
 - 3. Assist in the preparation and maintenance of a Development Process Manual that outlines the review processes for each type of development and describes the standards by which developments are reviewed.

OPERATIONS GOAL: to define, improve, and enhance the delivery and efficiency of operations and services within city government and to the citizens of the community.

• OBJECTIVE: Maintain and enhance the delivery and efficiency of output from division and control the daily operating cost of services provided by City.

- 1. Provide training to all Division Staff to ensure proficiency and consistency in knowledge, policy, and process for all applications.
- 2. Analyze the Zoning Division process pertaining to the review of residential construction plans to ensure an efficient use of resources and timely reviews.

Performance Indicators:

- Process residential plan reviews within 10 working days
- Process commercial plan reviews within 20 working days

Workload Indicator	Calendar Year 2007	Target of Plans processed within
	Estimate	10 or 20 days
Number of Residential Plan Reviews	2,000	80%
Number of Commercial Plan Reviews	115	80%

Prior Year Accomplishments:

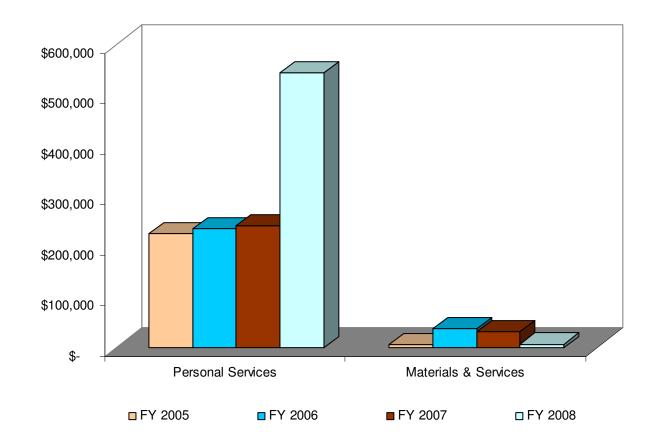
- Reviewed and approved approximately 2997 residential and commercial construction plans.
- Reviewed and approved approximately 933 Administrative permits.
- Division Staff assisted with or processed approximately 144 Governing Body and Planning & Zoning Board agenda hearing items.



DEVELOPMENT SERVICE DEPARTMENT **Zoning Cost Center 101-5010 Expenditures** FY 2005 FY 2006 FY 2007 FY 2008 % Actual Actual Actual Adopted Change Personal Services \$ 225,493 \$ 235,068 \$ 242,060 \$ 125% 544,226 -79% Materials & Services 5,389 37,290 31,037 6,565 272,358 \$ 230,882 \$ \$ 273,097 \$ 550,791 102% Total

Positions Approved*	5	6	14	14	0%

^{*}Full Time Equivalence



Development Services / Building Inspection (5015)

Program Description:

The Building Division is the portion of the Development Services Department that is charged with ensuring that all building construction over which the City has jurisdiction conforms to the standards set forth by the Governing Body and the State of New Mexico. This includes the issuance of building permits, the monitoring of construction, the inspection of all the appropriate building structures, follow-up on all citizen and Construction Industry Division (C.I.D.) complaints, and providing all customers with general construction information.

Goals & Objectives:

QUALITY AND EXCELLENCE GOAL: Strive to improve overall effectiveness in all aspects of services and become a community of quality and excellence.

- OBJECTIVE: Continue efforts to provide high standards of quality in all services to users.
 - 1. Provide for training for all Inspection Staff to further goals pertaining to Quality of New Mexico initiatives.

OPERATIONS GOAL: to define, improve, and enhance the delivery and efficiency of operations and services within city government and to the citizens of the community.

- OBJECTIVE: Maintain and enhance the delivery and efficiency of output from division and control the daily operating cost of services provided by City.
 - **1.** Provide training to all Division staff pertaining to construction codes to ensure proficiency and consistency in knowledge, policy and process.
 - **2.** Analyze the Building Inspection Division process pertaining to the review of residential plans to ensure an efficient use of resources and timely reviews

WORKFORCE GOAL: Recruit and maintain high quality, motivated employees; promote continued training of employees; and, strive to provide a safe working environment.

- OBJECTIVE: Enhance efforts related to employee development, leadership development, and performance management.
 - 1. Maintain authorized number of staff to provide timely and quality inspections.

Performance Indicators:

• Attain a turnaround of two (2) working days from request for inspection to completion of inspection for 90% of inspection requests.

Performance Indicator	CY 2007	Target Complete
	Estimate	in 2 Days
Number of Inspections	45,000	90%

Prior Year Accomplishment:

- Reviewed and approved approximately 4,400 residential and commercial construction plans.
- Issued approximately 25,850 trade (electrical, Plumbing, mechanical) permits
- Conducted approximately 43,000 inspections.

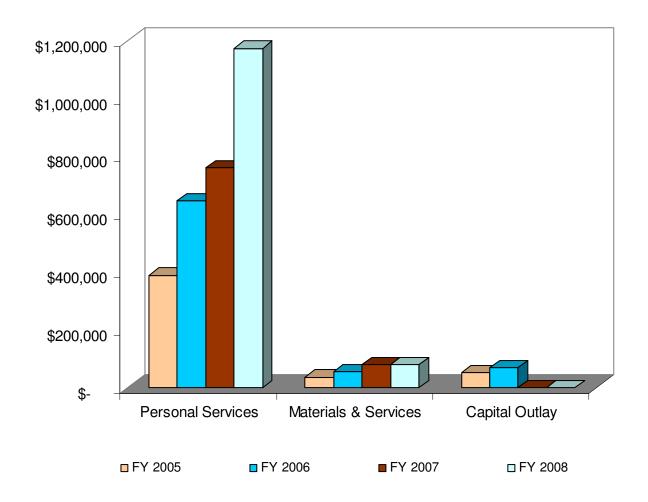


DEVELOPMENT SERVICE DEPARTMENT Building Inspection Cost Center 101-5015 Expenditures

	ŀ	FY 2005	I	FY 2006	F	FY 2007	FY 2008	%
		Actual		Actual		Actual	Adopted	Change
Personal Services	\$	388,836	\$	646,487	\$	760,248	\$ 1,174,929	55%
Materials & Services		36,375		55,786		79,873	79,880	0%
Capital Outlay		50,679		69,291		243	-	-100%
Total	\$	475,890	\$	771,564	\$	840,364	\$ 1,254,809	49%

	Positions Approved*	10	15	16	18	13%
--	---------------------	----	----	----	----	-----

^{*}Full Time Equivalence



Development Services / Planning (5020)

Program Description:

The **Planning Division** within the Development Services Department implements the policy directives of the Governing Body and City Administration as they relate to the physical, social and economic development of the City. The community's physical development is managed through the subdivision review and approval process, current and long range planning efforts, land use and transportation planning. Additionally, the division maintains, monitors and updates the City's Vision 20/20 – Integrated Comprehensive Plan, provides research and analysis on a wide variety of projects including the North Central Area Plan currently underway.

Goals and Objectives:

LAND USE GOAL: Further enhance and refine comprehensive land use planning and establish citywide priorities for growth and development that guide sustainable population, employment and commercial growth.

- OBJECTIVE: Enhance comprehensive land use planning
 - 1. Update the Comprehensive Plan. This includes updating master plan and developing land use information systems.
 - 2. Complete North Central Area Plan and initiate implementation.
- OBJECTIVE: Encourage efficient use of land resources to accommodate future needs while maximizing open space, mobility and access to amenities.
 - 1. Encourage new development that respects the character of the surrounding environment.
 - 2. Promote predictable and compatible land uses through Comprehensive Planning and by adding development standards to the Zoning Ordinance.
- OBJECTIVE: Promote predictable and compatible land uses through Comprehensive Planning and Zoning Ordinance minimum development standards.
 - 1. Revise existing development standards and add new development standards to the Zoning Ordinance and Subdivision Regulations.
 - 2. Develop consistent development standards and processes by undertaking a comprehensive revision of the Zoning Ordinance and Subdivision Regulations.
 - 3. Prepare and maintain a Development Process Manual that outlines the review processes for each type of development and describes the standards by which developments are reviewed.

OPERATIONS GOAL: Continue to define, improve, and enhance the delivery and efficiency of operations and services within city government and to the citizens of the community.

• OBJECTIVE: Maintain an information system to accurately track the progress of land use cases.

- 1. Conduct an assessment of the Planning and Engineering Module to insure setup matches development review processes and then implement necessary changes/updates.
- 2. Train staff on use of the system to insure its proper use.
- 3. Work with other departments to eliminate duplicate land management data bases.
- 4. Continue work on improving the City's address data base to insure accurate number, street name and location information.
- OBJECTIVE: Maintain the capacity of the division to efficiently, professionally and promptly process the increasing workload from new development.
 - 1. Maintain existing staff levels and hire additional staff (if authorized) to keep up with increasing workload.
 - 2. Train existing and new staff in the division's information systems to insure efficient processing of new applications.
- OBJECTIVE: Make accurate and timely information available to the applicants regarding the processing of land use cases.
 - 1. Implement "Click to Gov" for Planning and Engineering Module to provide the public with access to land use case information.
 - 2. Work with other departments to implement additional Sungard/H.T.E. products to make GIS information available to the applicant and public.

Performance Indicators:

Performance Indicator	FY2004 Actual	FY2005 Actual	FY2006 Actual	FY2007 Target	FY2008 Target
Subdivisions Processed	96	119	156	150	150
ZMA's Processed	21	22	43	50	50

ZMA = Zone Map Amendments

Preliminary Plats	FY06	FY07	FY08 Target
No. of Subdivisions Submitted	25	26	25
No. of Subdivisions Approved	23	17	23
No. of Plats Pending	1	9	
Avg. No. of Days for Approvals	164	114	120
Percent Approved Under 120 days	40%	46%	60%
Final Plats	FY06	FY07	FY08 Target
No. of Subdivisions Submitted	16	33	25
No. of Subdivisions Approved	15	21	23
No. of Plats Pending	1	12	
Avg. No. of Days for Approvals	103	66	90
Percent Approved Under 90 days	63%	55%	70%

The figures for FY07 include 5 Preliminary Plats and 6 Final Plats that were submitted at the end of the fiscal year and have not yet been in process for the average length of time for review.

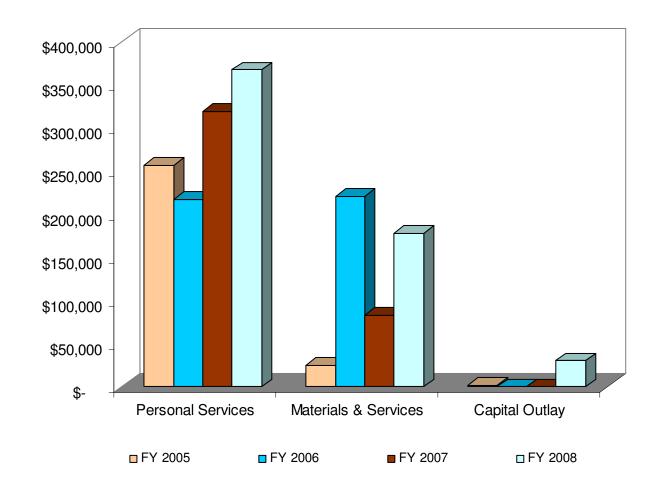
Prior Year Accomplishments:

- Reviewed, analyzed and processed a large number of land use and planning related applications. In CY2006, 156 subdivision plats (preliminary, final and summary), up from 119 in CY2005 and 96 in CY2004.
- Assisted the Zoning Division in processing a large number of Zone Map Amendments. In CY2006, 69 zone map amendments were accepted for processing, up from 45 in CY2005 and 32 in CY2004.
- Participated in visioning charrette for the North Central Area Plan, University of New Mexico West Campus and the City Center area.
- Reviewed Master Plans or Master Plan Amendments for Lomas Encantadas, Cabezon, Stongate, Melon Ridge, and Loma Colorado developments.

DEVELOPMENT SERVICE DEPARTMENT **Planning Cost Center 101-5020 Expenditures** FY 2005 FY 2006 FY 2007 FY 2008 % Actual Actual Adopted Change Actual \$ Personal Services 217,299 319,411 367,404 15% 256,626 Materials & Services 25,064 177,705 115% 220,533 82,840 Capital Outlay 1,549 30,250 \$ Total 283,239 437,832 402,251 575,359 43%

Positions Approved*	4	6	5	5	0%
---------------------	---	---	---	---	----

^{*}Full Time Equivalence



Development Services / Community Development (5025)

Program Description:

The Community Development Division within the Development Services Department, implements the policy adopted by the Governing Body and City Administration as it relates to Lands Management/Real Estate Transactions. This division actively manages land acquisition and disposition for all departments.

Goals and Objectives:

OPERATIONS GOAL: Continue to define, improve, and enhance the delivery and efficiency of operations and services within city government and to the citizens of the community.

- OBJECTIVE: Develop and implement a focused land management program to centralize the city's real property transactions on behalf of all departments:
 - 1. Continue to implement measures that centralize management, acquisition & disposal functions for real property for all departments into this new Division.
 - 2. Buy and sell real property to enable City projects and maximize benefit from City assets.
 - 3. Continue to develop and implement internal procedures governing the process for all types of transactions.
 - 4. Complete, and oversee maintenance of, inventory of all City-owned properties.
 - 5. Draft and coordinate development of broad Policy on Land Management for City Council adoption.
 - 6. Administer procedures to purchase and track Rights-of-Way (ROW) acquisition for major transportation and water & sewer projects.
 - 7. Manage professional service contracts including appraisals, surveys, title searches, condemnation and escrow services.
- OBJECTIVE: Gather and provide information to enhance land use development efforts, especially in support of City Centre and Retail Development Goals.
 - 1. Provide broad land value estimates to planners for targeted development.
 - 2. Provide more specific land value and ownership information for capital projects managers

Performance Indicators:

- Complete acquisitions for specific City projects within set time periods.
- Complete approximately 200 real estate transactions on behalf of the city
- Percent of target capital budgets spent for acquisition of real property for City projects
- Provision of timely monthly reports detailing activities

Prior Year Accomplishments:

- Community Development Block Grant (CDBG) Program [transferred out of Community Development mid-year]. Given 100% clean audit report from Housing & Urban Development (HUD) [Remainder of budget narrative for this program found in Special Funds].
- New Staff Transferred Division Manager from City Manager's Office, and hired a Real Property Specialist and CSR-Project Assistant
- Land Acquisitions to include:
 - 1. State Land Office acreage, for Lion's Gate
 - 2. Northern Community Church
 - 3. Sabana Grande
 - 4. Land for drainage projects (Rainbow Tributary)
 - 5. Unser Widening ROW acquisition Phase I
 - 6. Sports Complex North
 - 7. SAD VI
 - 8. Kim Road Maintenance Facility
 - 9. Well Site(s)
 - 10. Chessman Road Improvements
- Land Disposals to include:
 - 11. Baltic Park & Rolling Hills Park
 - 12. Pulte excess ROW disposals
 - 13. Old City Hall Sale Agreement executed
 - 14. State Land Office acreage, for Lion's Gate
 - 15. Ocotillo Hills ROW vacation
 - 16. PNM Pachman Station ROW vacation
 - 17. Cherry Road LLC excess ROW sale
 - 18. Curb, Inc. excess ROW sales
 - 19. Total of approximately \$650,000 of revenues generated
- Implementation of standardized processes to provide for project referrals and budget management, acquisition streamlining, tracking purchase agreements and closings, reporting to leadership, and serving public.



DEVELOPMENT SERVICE DEPARTMENT **Community Development Cost Center 101-5025 Expenditures** FY 2005 FY 2006 FY 2007 FY 2008 % Actual Actual Actual Adopted Change Personal Services 56,254 93,388 138,153 171,168 24% Materials & Services 139,210 187,890 110,105 56,750 -48% Total \$ 195,464 281,278 \$ 248,258 \$ 227,918 -8%

2.3

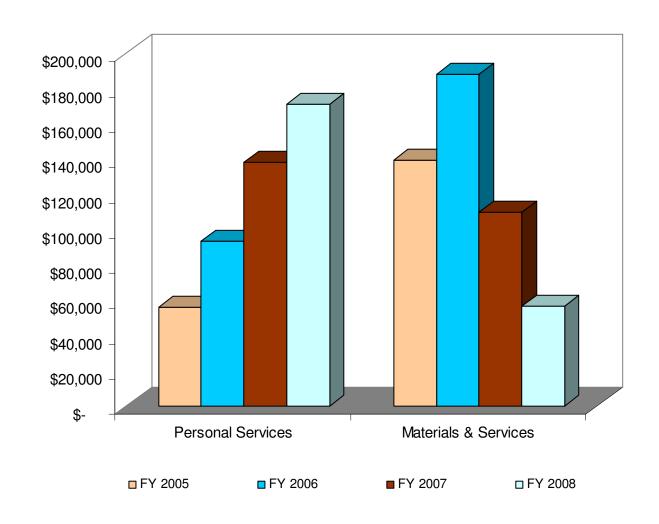
3.3

3.3

0%

Positions Approved*

1.3



^{*}Full Time Equivalence

